

PUBLIC FORUM

Presented by Consumers Illinois Water Company
June 25 at 7:00 p.m.
at the Brentwood Facility

Question and answer session immediately following presentation

As you know, Consumers Illinois Water Company (CIWC) has been working hard to identify the most effective method to improve water quality and taste in its Oak Run Division. Following many months of research and investigation, the company started a pilot water treatment program that uses a process called reverse osmosis (RO). During the pilot program, customers stopped by the treatment plant to taste the blended, filtered water. Many of those customers have contacted CIWC and provided feedback on the taste of the water. As a result of the pilot program, CIWC is planning to install a second well and a RO water treatment system that will result in improved water quality and reliability.

CIWC recently mailed a survey regarding drinking water to all metered customers. Thirty-three percent of the customers contacted responded. The survey results indicated:

- 57 percent of respondents say they buy bottled water
- 49 percent of respondents said they currently treat the water in their home
- 51 percent of the respondents visited the RO plant and tried the treated water
- 84 percent of the respondents thought that the water was an improvement over the water not treated with RO
- 80 percent of the respondents were in favor of improved water quality in Oak Run

Full results will be available for review at the June 25 Forum

Planned Improvement Project Details

Project 1

Construction of a Second Well and Transmission Main

- Ten state standards and the Illinois Environmental Protection Agency (IEPA) require a minimum of two sources of ground-water to maintain an uninterrupted supply of water to customers
- Cost of a second well and transmission main is estimated at \$500,000
- Proposed to construct and place in operation by April 2004

Project 2

Reverse Osmosis Plant

- Stabilize fluoride levels in the water to meet IEPA guidelines of 0.8 to 1.2 milligrams per liter (mg/l). Fluoride levels between 2 and 4 mg/l, required CIWC to do a formal public customer notification each year. The current fluoride level is 2.62 mg/l.
- Reduce sodium levels in the water from the current level of 500 mg/l to below 80 mg/l.
- Reduce chloride levels in the water from the current level of 360 mg/l to 50 mg/l, well below the IEPA secondary standard of 250 mg/l.
- Reduce total dissolve solids to 273 mg/l, from the 1500 mg/l current level, well below the 500 mg/l secondary standard set by the IEPA.
- Stabilize water to extend life of appliances like water heaters, faucets, and general plumbing.
- Eliminate the desire for bottled water and in-home water treatment devices.
- Cost of RO treatment is estimated at \$800,000.
- Proposed to construct and place in operation by December 31, 2004.

With the above two projects in operation the rates however will increase, effective January 2005:

- Metered customers: Rates would increase an additional \$20.00 per month above the current monthly amount. CIWC will propose to place this increase on the Service Charge portion of the bill.
- Lot owners with no homes constructed on the lots: Rates would increase an additional \$7.00 per month above the current monthly amount.

Consumers Illinois Water Company welcomes everyone
to attend with questions, concerns, and ideas.

To contact customer service prior to the Forum, please call 1-800-851-1305

EX-101-D

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